

News

Connection

A monthly newsletter for DSHS staff and friends



Information you should know

- Domestic violence is statistically consistent across racial and ethnic boundaries.
Bureau of Justice Statistics Special Report (NCJ-154348), August 1995, p.3
- In 1996, Washington law enforcement agencies documented over 45,600 domestic violence offenses involving assault and violation of protection/no contact orders.
Washington Association of Police Chiefs and Sheriffs, 1996 Annual Report
- By the most conservative estimate, each year one million women suffer non-fatal violence by an intimate.
Bureau of Justice Statistics Special Report (NCJ-154348), August 1995, p.3
- By other estimates, four million American women experience a serious assault by an intimate partner during an average 12-month period.
Report of the American Psychological Association Presidential Task Force on Violence and the Family (1996), p.10
- Women separated from their husbands were three times more likely to be victimized by spouses than divorced women, and 25 times more likely to be victimized by spouses than married women.
Bureau of Justice Statistics Special Report (NCJ-154348), August 1995, p.4
- 40-60 percent of men who abuse women also abuse children.
Report of the American Psychological Association Presidential Task Force on Violence and the Family (1996), p.80
- Between 1/3 and 2/3 of welfare recipients reported having suffered domestic violence at some point in their adult lives; between 15-32 percent reported current domestic victimization.
Raphael & Tolman, Trapped by Poverty, Trapped by Abuse: New Evidence Documenting the Relationship Between Domestic Violence and Welfare, p. 21 (1997)
- 47 percent of men who beat their wives do so at least three times per year.
AMA Diagnostic & Treatment Guidelines on Domestic Violence, SEC: 94-677:3M:9/94 (1994)
- In Washington State, at least 32 women were killed by their current or former husbands or boyfriends in 1996. Four men were killed by girlfriends or wives.
Washington Association of Sheriffs and Police Chiefs, 1996 Annual Report

Working with domestic violence victims takes special knowledge and skills

October is Domestic Violence Awareness Month

Many of the people DSHS workers come in contact with are affected by domestic violence. Effective identification and intervention in domestic violence can make everyone's work more successful, whether it is keeping a child or elderly person safe, or helping a woman achieve economic self-sufficiency.

What is domestic violence? It is commonly defined as a pattern of assaultive and coercive behaviors - including physical, sexual, and psychological attacks as well as economic coercion - that adults or adolescents use against their intimate partners. It also includes threats and threatening behavior.

According to U.S. Department of Justice data, approximately 95 percent of the victims of domestic violence are women. Research and statistics on male victimization in domestic violence relationships is minimal; however, it appears that men are not more than five percent of the victims among heterosexuals.

Research also suggests that where mothers are being battered, their children are also in danger. Protecting children growing up in homes in which abuse takes place while preserving parental relationships has been a challenge for child protection workers.

Recent research and new collaborative projects in Massachusetts, Iowa and Florida have indicated that when a mother is being battered along with her children, working to help the woman get safe is the most effective way to ensure safety and stability for children.

In a promising project through the Massachusetts Department of Social Services, child protection workers provide dual intervention services to both the victim of domestic violence and her abused children. The guiding principle of the Massachusetts DSS program is that the best interest of the children in families experiencing domestic violence cannot be separated from the best interests of their mothers.

The change from AFDC (Aid to Families With Dependent Children) to TANF (Temporary Aid to Needy Families) may have a significant impact on women struggling to free themselves from violent partners. Abusers commonly seek to undermine their partner's economic independence by sabotaging efforts to work and seek education, ruining credit, and running up debt.

These tactics leave women more vulnerable to abuse and make it more difficult for battered women to leave the relationship. Many battered women must turn to welfare when they seek to leave their relationship.

In recognition of the role domestic violence plays in impoverishment, Washington State's TANF program mandates domestic violence screening of all TANF applicants, and ensures increased flexibility in requirements for battered women. The legislation allows WorkFirst requirements to be waived where the restrictions would make it more

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Inside

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Our problem-solvers network at luncheon **5**

National award for Wenatchee Child Support office **6**

What you can do

- Be open to hearing about domestic violence.
 - Make opportunities to speak with women separately from their partners.
 - If you are unsure, ask women "are you afraid of your partner? Do you feel controlled or threatened? Has anyone hurt you physically or sexually?" List abusive behaviors - women may not relate to the term "domestic violence" or "battered woman."
 - Take disclosures *seriously*.
 - Tell the victim: "This is not your fault. No one deserves to be abused; You are not alone. Help is available."
 - Have resources on hand. Call the domestic violence program managers listed below for resource sheets listing domestic violence victims and perpetrator treatment programs in the state, as well as the statewide hotline number.
 - Educate yourself and seek training. Excellent models exist for intervention in almost every institutional context.
 - Give out the statewide hotline number: 1-800-562-6025 (voice and TTY)
- If you would like more information, please contact the following members of the Victim Assistance Unit: Susan Hannibal - Domestic Violence (360) 902-7994, Margaret Hobart - Fatality Review Project (360) 902-7976, or Maureen Kelly - Perpetrator Treatment (360) 902-7901; TTY (360) 902-7906.

The News Connection

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Words about our work

Employees, clients, and the public share thoughts on the work we do

Send your thoughts and/or letters from clients to Secretary Lyle Quasim, attention: Letters to The News Connection, P.O. Box (Mailstop) 45010, Olympia WA 98504; via e-mail Quasil@dshs.wa.gov



Together we make such a difference. Each year DSHS employees provide quality services to 1.2 million people. Many of our clients receive services from several different programs at the same time.

Some staff identify most closely with their individual programs and don't recognize the benefits of integrated services. I want to change that. I want to refocus staff identities from their single program/division to one of being part of a seamless partnership with all other DSHS programs.

This approach strengthens the agency's identity and fosters teamwork and collaboration and allows every employee to contribute to the success and the achievement of the department's mission.

To see just how integrated our services are: Imagine a 24-year-old single parent with three children, limited resources and money. She wants to improve the well-being of her family, but needs some assistance from DSHS. One of her children has been diagnosed with developmental delays, one is doing well, and the third needs extensive medical attention. Plus, she is the guardian of her mother who has Alzheimer's and is in a nursing home. This young family is receiving cash, food, developmental disability and medical assistance from DSHS. The complexity of her case is typical for the clients we serve.

We could serve each of her family's needs in an isolated manner or we can work together in a coordinated, cooperative approach that means the young mother has better services, better chances for success, and the services cost less to provide.

While each administration has a guiding mission statement, we all share one primary mission: *To improve the quality of life for individuals and families in need. To help people achieve safe, self sufficient, healthy and secure lives.*

In order for us to be successful, I believe that everyone within DSHS must be aware of our common goals. Every employee, program and division should complement each other. All of us must take part in the quality efforts happening throughout the department.

Over the next few months, my management team and the administrations' quality steering committees are identifying common values and themes that intertwine throughout the breadth of our complex programs.

By December, we will have a strategy that ensures all employees work together to provide seamless service delivery that strengthens the department's identity. Together we can accomplish so much more for our clients than we can as individual programs.

Lyle Quasim

Letter from a citizen

Dear Gov.Locke,
My wife and I ran out of gas on the way from Portland to Salem, Oregon on Thursday night July 3. A nice young man and his wife stopped to help me. The wife stayed with us while the young man went to the service station, got some gas and returned to get us on our way. He paid for the gas and refused to take any money for his trouble. He insisted that Mrs. Ritchley and I spend the money on ourselves.

He gave me his business card when I asked his name and address. His name is Paul Laird and he works for the Office of Financial Recovery in the Department of Social and Health Services...

I know I probably will never see the Lairds again. They were so nice and gracious. Both my wife and I

are disabled and quite elderly. We were very relieved when they stopped to help. Since I don't have their address, I am having my son send this to you by e-mail because I really don't have any computer know-how.

You must be very proud to have employees like Mr. Laird working for your state. Please pass on my sincere thanks to Mr. Laird. And if there is some way the state could recognize him for his kindness, please do so.

Sincerely,
Morris and Irma Ritchley

Gov. Gary Locke sent the following to Paul Laird.

Dear Paul,
I recently received the enclosed electronic e-mail message

from Morris and Irma Ritchley. I am always pleased when I hear such positive comments about the conduct of state employees whether on-the-job or during their time off.

You and your wife demonstrated concern for the Ritchley's welfare that evening on an Oregon highway, and I appreciate your consideration of their predicament. Your actions were commendable, and I am pleased to have you as a colleague in state service.

Your kindness has made a lasting impression on two strangers in need. Your actions deserve to be recognized. I hope you will share my appreciation with your wife, and please accept my best wishes for the future.

Sincerely,
Gary Locke, Governor

Marijuana prevention campaign targets parents

Parents, did you know marijuana is the most widely used illicit drug by teens, second only to alcohol use? In fact, marijuana use by Washington 8th graders nearly tripled between 1992 and 1995. Why is this happening? Because marijuana is very easy for kids to get, and parents are not talking often enough with their kids about the harmfulness of using this drug. As a result, teens don't perceive marijuana use as risky.

Beginning in October, the DSHS Division of Alcohol and Substance Abuse is launching a three-month transit advertising campaign to encourage parents to talk to their kids about marijuana. Research shows that kids who say their parents talk with them often about drug use are half as likely to use drugs.

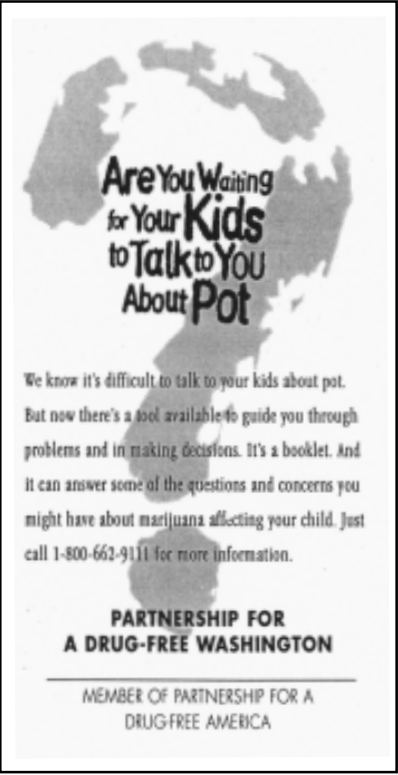
The campaign message, "Are you waiting for your kids to talk to YOU about Pot?", will appear on transit buses statewide. Advertising space is being donated by Washington Transit Advertising. Each ad will include the toll-free phone number for the Washington State Alcohol/Drug Clearinghouse (1-800-662-9111), giving parents

access to free information to educate themselves about the harmfulness of marijuana, and to get tips on how to talk to their kids.

Some of the facts parents need to know about marijuana use include:

- By the time students reach the end of high school, almost half have tried marijuana.
- The younger a person is when they initiate drug use, the more likely they are to become heavy users and to experience the serious consequences of such abuse.
- Marijuana contains over 400 chemicals, including carbon monoxide and hydrogen cyanide. The chemicals found in today's marijuana are so powerful that it takes 30 days for the human body to eliminate them from a single dose.

- Marijuana has long-term physical effects, some leading to permanent damage of the brain, lungs and heart. And as with any form of drug abuse, the physical and psychological effects are much greater for children and adolescents because their bodies are still developing.
- Marijuana use impairs judgment, making kids susceptible to trying "harder" drugs and engaging in unplanned sexual activity.
- Parents can prevent their



children from using marijuana by talking to them early and often - beginning in the elementary school years.

For more information about this campaign, contact Deb Schnellman at (360) 438-8799.

Sharing our successes and commitment to reaching beyond the expected to the excellent

Quality IN DSHS

Health & Rehabilitative Services Administration

QUALITY TEAMS TAKE PROCESS IMPROVEMENTS FROM IDEAS TO RESULTS

The Health and Rehabilitative Services Administration’s divisions have much about which to be proud.

MENTAL HEALTH DIVISION

The two hospitals, Eastern and Western, employ the majority of Mental Health Staff.

Western State Hospital in Pierce County has long had process improvement teams. Below are some of our Improvement Projects.

Hospital-wide Multidisciplinary Teams undertook these projects to improve:

- Patient care services for the dying patient.
- Routine care for patient at risk for skin breakdown.
- Disseminating and using patient satisfaction survey results.
- Procurement, tracking, and use and repair of medical equipment.
- Tracking medical tests and treatments.
- The process of refilling patient medication cassettes.

The Legal Offender Unit Teams undertook these projects to improve:

- Chart notes.
- The process of referring patients to Legal Offender Unit Clinic.
- The process of patients receiving visitor.
- The medication distribution process.

Gero-Medical Unit Teams undertook these projects:

- Safe ambulating by GMU patients.
- Barriers to cultural change.
- Improving the environment to increase patient comfort and safety.
- Less restrictive alternative for adaptive/supportive devices.

Adult Psychiatric Unit Teams undertook these projects:

- Increasing patient attendance at Active Treatment.
- Improving treatment auditing processes.
- Improving communication between Day Treatment Center staff and ward program coordinators for Treatment Conferences.

Eastern State Hospital, located in Medical Lake, began their STAART Team (Safe and Therapeutic Aggression/Assault Reduction Techniques) in 1996 after noting that in the previous year approximately 50 percent of staff injured at Eastern were related to patient assaults. Direct care staff recommended revising Eastern’s training program and a Performance Improvement project team was formed. Targeted training was given and, working with two consultants from the community, the physical intervention techniques taught to staff were also changed.

Since implementation in November 1996, Eastern has had a statistically significant decrease in the number of staff injuries, the number of Labor & Industries claims related to assaults, and time loss related to these injuries. Staff satisfaction with the new training has also significantly increased.

Team members: *Nursing Services:* Chris Boyles, John Schalk, Bob Alberti, Todd Vercoe, Bob Davis, Doug Stewart, Leo Spilker, Howard Peake, Tom Froese, Lisa Braas, Jerry Kraft, and Esther Staeheli. *Medicine:* Eva Dacanay, *Social Work:* Bill Beck, *Rehab Services:* Bob Millican, *Psychology:* Timm Fredrickson, *Forensic Therapy:* Joe Gondek, *Security:* Chuck Day, *Safety/Risk Management:* Ray Toone, Mark Green, *Education Services:* Gail Lascik, Tom Peters, Cheryl Adams.

Team Trainers: Chris Broyles, John Schalk, Bob Alberti, Todd Vercoe, Bob Davis, Doug Stewart, Howard Peake, Lisa Braas, Jerry Kraft, Bill Beck, Bob Millican, Ray Toone, Mark Green, Gail Lascik, Tom Peters, and Cheryl Adams.

This team success is just one of many occurring at Eastern State Hospital.

MISSION STATEMENT — TO SERVE PEOPLE OFTEN CHARACTERIZED AS THOSE MOST PROFOUNDLY IN NEED TO HELP THEM BECOME MORE SELF-SUFFICIENT AND ABLE TO SAFELY LIVE, WORK, AND PARTICIPATE IN THE COMMUNITY LIKE OTHER CITIZENS.

DIVISION OF ALCOHOL AND SUBSTANCE ABUSE

Four of the division’s quality improvement teams were selected for inclusion in the Governor’s *Governing For Results* book recently published. These teams represent the efforts of DASA staff to find creative solutions to problems that can provide measurable savings in either time or use of resources.

Duplicate efforts eliminated

DASA staff worked with federal Indian Health Services (IHS) staff to forge an agreement that has the Native American programs submitting data under the DASA system, and DASA will provide the data collected to the IHS system quarterly. **Team members:** Fritz Wrede, Stan Kowalkowski, Lois Thadei, Rick Teboe, Louis Wolfenson, and Richard Palmer.

Converting Contracts Frees Staff Time

Using cost-reimbursement contracts required about 36 minutes of processing each month, or an estimated 18 hours for an average of 30 contracts. Program/contract managers were trained in developing fee-for-services, set rate and fee-for-product contract budgeting. Program managers were able to convert about 90 percent of the product and service contracts to a fee-based reimbursement schedule. **Team members:** Mary Ann LaFazia and Gerald Nelson.

Improved Process Saves Time

DASA processes hundreds of requests for new agency certifications and changes to current certifications each year. The workload revolved among several staff, which resulted in inconsistency and unfamiliarity with unique criteria. A team reviewed the process and assigned one certification specialist to review all new applications and provider requests for changes. Checklists for different types of review were developed and other improvements made to speed review. **Team members:** Bob Geissinger, Gary Reynolds, and David Curts.

Treatment Book Cheaper

DASA produced and distributed the *Directory of Certified Chemical Dependency Treatment Services in Washington*. Substantial staff resources were required to produce the book, whose accuracy of content was essential for those providing referrals and those needing services. DASA agreed with the Department of Corrections to use inmates to print the book on a six-month schedule. A single DASA staff person is now responsible only part-time for updating and submitting the data required to produce the book. **Team members:** Doug Allen, Renee Anderson, Amber Dassow, Doug Jacques, Tom Canady, Louie Sarot, and Eric Morgensen.

DIVISION OF DEVELOPMENTAL DISABILITIES

Seven individuals have received training specific to process improvement team training. These team trainers will be training members of process improvement teams in group dynamics, roles and responsibilities and appropriate application of the various tools and methodologies used to improve processes. To provide support for these teams, DDD has selected eight individuals for facilitator training. The DDD Quality Improvement Steering Committee (QISC) sees this training of the trainers and facilitators as crucial first steps in the successful implementation and support of process improvement teams.



Simplifying the rules

Regulatory Improvement in Health & Rehabilitative Services Administration

DIVISION OF ALCOHOL AND SUBSTANCE ABUSE

DASA is in the process of forming a Regulatory Improvement Team made up of DASA employees who have taken the Clear Rule Writing Course. The purpose of the team will be to review rules and policies written by DASA staff and provide technical assistance on how to make the rules clearer, simpler, more reader friendly, and to ensure coordination and consistency with other DASA regulations.

Citizens' Advisory Council's Regulatory Improvement Committee.

The Citizens Advisory Council on Alcoholism and Drug Addiction formed a standing committee to oversee the review of DASA's rules and regulations. Based on the feedback received, the plan and rule review schedule has been finalized and will begin being implemented in October with a review of DASA's legislative authority to make rules.

DIVISION OF VOCATIONAL REHABILITATION

The DVR program is essentially a federally-funded program operated through state government. The majority of DVR rules and requirements result from federal laws and regulations. Due to changes in federal regulations DVR has determined that a total revision of the Washington Administrative Code chapter covering vocational rehabilitation services was necessary.

As DVR moves forward in the rule development process, we plan to conduct public meetings throughout the state to obtain additional input and involvement of stakeholders. The comments and feedback our partners provide represents a broad perspective of DVR services and programs, and results in valuable recommendations for program improvements.

DIVISION OF DEVELOPMENTAL DISABILITIES

- Twenty-one staff have participated in clear rule writing and other regulatory-improvement related training.
- DDD established a division Regulatory Improvement Steering Committee and the Division's State Advisory Committee formed a Subcommittee on Regulatory Improvement, which review the division's rule activities.
- 85 division issuances and six WACs have been fully reviewed in light of criteria in the Executive Order. *Since Jan. 1:*
 - Four WAC rules were repealed
 - 10 WAC sections revised
 - Seven division policies rescinded
 - 11 policies revised and re-issued

DIVISION OF MENTAL HEALTH

In addition to participating in the HRSA stakeholder mailing earlier this year, selected personal interviews were conducted with some providers to ensure comprehensive input on regulations. Some regulations were waived as recommended following a legislatively-required pilot on streamlining.

Making sense of the rules

UNDER THE DIRECTION OF SECRETARY LYLE QUASIM, ALL ADMINISTRATIONS ARE EXAMINING EXISTING RULES AND DETERMINING WHICH CAN BE ELIMINATED AND SIMPLIFYING THOSE WE NEED. FOR MORE INFORMATION ON HEARINGS FOR PROPOSED RULE CHANGES CHECK OUT THE RULES AND POLICIES ASSISTANCE UNIT WEB PAGES AT [HTTP://WWW.WA.GOV/DSHS](http://www.wa.gov/dshs).

Quality teams achieve meaningful results

(Continued from page 4)

Incident Reporting Team

The DDD QISC and the DDD management team developed a charter for the first "officially chartered" Process Improvement Team (PIT), which met July 27. This process improvement team is working to improve the Division's statewide Incident Reporting and Management system. The charter provided the PIT with expected results, recommended approaches for problem solving and process boundaries.

The team received team training as part of their first meeting and then applied the concepts and some of the tools during the second half of the meeting. The team has scheduled monthly meetings and has an established goal of being completed in six months. **Team Leader:** Maureen Weeks. **Team Facilitator:** Charlotte McDowell. **Team Members:** Linda Cummings, Joy Daugherty, Gaye Jensen, Ted Kitajo, John Haskett, Shirley Everard, Sandra Hughes, Sue Cabe, Jan Blackburn, Karen Potter, Paul Reynolds, Cathy Andres-Ebbert, Alice Peeples and Kevin Quinn.

DIVISION OF VOCATIONAL REHABILITATION

Choice Team: DVR formed the "Choice Team" to find and test new approaches for providing rehabilitation services to participants. The approach that will be piloted this fall includes substituting a participant-selected rehabilitation team for a traditional client/counselor approach.

A rehabilitation team is a group of individuals that the participant invites to help develop a vocational plan uniquely tailored to the participant's needs, which uses existing resources and support networks.

The participant may select whomever he or she wishes, including friends, family members, ministers, neighbors, etc.

The Choice Team will recruit Vocational Rehabilitation Counselors (VRCs) to voluntarily implement the rehabilitation team approach with selected participants. Following a pilot effort, evaluation will include comparing outcomes to those of demographically similar participants who receive traditional DVR services. VRCs who volunteer will receive training to learn how to facilitate the rehabilitation team process. VRC training and participant recruitment begins in October.

The Choice Team expects the use of this approach will give participants more control and choice in their rehabilitation, increase successful outcomes (such as jobs, wages, etc.), and increase participant satisfaction.

Choice Team members: Rosemary Gallagher, Abby Cooper, Evangelina Holt, Don Kay, Jim Larson, and Jim Shook.

Human Resource Development (HRD)

DVR chartered the HRD Team to implement short- and long-term strategies to enhance staff job performance. Staff development efforts include training activities as one of many strategies to increase job skills. Successful development is complete only when the employee is able to demonstrate the new skill in his or her work environment.

DVR's quality efforts in HRD strive towards increased access to training, staff development efforts tied to DVR's strategic and operational plans, and shared ownership for the development of training. **HRD Team members:** Chuck Paeth, Kerry Barbour, Mary Dicks, Rosemary Gallagher, Evangelina Holt, Ann Janni, Edie McBride, Vi Moody, and Janice Staroski.



Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the seven administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at wegelwh@dshs.wa.gov. Please visit the DSHS Intranet Quality Improvement site at intra.dshs.wa.gov/news.htm for ongoing updates of plans, successes, and accomplishments.

Building partnerships with clients and fellow workers

By Jane Roberts

It is not uncommon for the families served by the department to receive services from more than one part of the agency. Some of the families we serve are in crisis, and when a problem arises they need immediate help. Workers in the department's field offices may be helping others and not available when the customers want or need an immediate answer or assistance. The customers know they will be able to speak directly to a person and get a quick response when they call one of the department's community relations units, the secretary's office, the governor's office, or their legislators' offices. To bring together people who work so closely over the phone and give them an opportunity to meet and network, the Division of Child Support (DCS) Community Relations Unit recently hosted a

luncheon. The luncheon offered an opportunity away from the crises of the day to share thoughts and ideas, and learn more about the different offices. Areas represented at the luncheon included Gov. Gary Locke's Office, Secretary Lyle Quasim's Office, Deputy Secretary Charley Reed's Office, Economic Services Administration, Constituent Services, the Division of Children and Family Services, the Community Services Division, DSHS Legislative Relations, and the Attorney General's Office. Evan Ferber, the director of the Dispute Resolution Center of Thurston County, provided information on the Thurston County Parenting Access Project, as well as other available mediation services and training. Liz Dunbar, acting assistant secretary for Economic Services Administration, shared how she



Representatives from community relations units throughout the department, plus the governor's and the attorney general's offices gathered recently to network at a luncheon hosted by the Division of Child Support Community Relations Unit.

enjoyed meeting with the people who are working directly to address clients' concerns. Many people expressed their thanks for the opportunity to put faces to the people who help them resolve

problems on a regular basis. The community relations units represented at the luncheon share a commitment to provide quality customer service to all of our customers and to each other.

Domestic violence – DSHS is part of the solution

(Continued from page 1)

difficult to escape domestic violence, unfairly penalize victims of domestic violence or place victims at risk of domestic violence. Requirements to be waived may include: 1. time limits for TANF recipients, for as long as necessary (after 52 months of receiving TANF) and 2. cooperation with the Division of Child Support. The WorkFirst Division within DSHS contracted with the Washington State Coalition Against Domestic Violence to provide a comprehensive training on domestic violence to all WorkFirst case managers as well as social workers, tribal employees and Employment Security personnel. The Victim's Assistance Unit, located in the Children's Administration Division of Program and Policy Development, administers several critical programs which address domestic violence in Washington State. The Domestic Violence Program administers state and federal funding for shelter and advocacy services. This program provides funding to the 43 domestic violence shelter programs located throughout the state of Washington, and serves as the focal point for domestic violence policy issues in DSHS. The department funds a 24-hour statewide domestic violence hotline, **1-800-562-6025** voice/TTY and language accessible.

In addition to contracting for direct services, DSHS is a collaborator in providing training to perpetrator treatment providers, advocates for immigrant battered

women, CPS workers, and other groups. Some of this training is accomplished through contracts with the Washington State Coalition Against Domestic Violence (WSCADV) to provide consultation, technical assistance and training. Perpetrator treatment is an important part of the justice system's response to domestic violence in Washington state. The Domestic Violence Perpetrator Treatment Program within DSHS is responsible for certifying programs that provide domestic violence perpetrator treatment, ensuring these programs provide treatment in accordance with Washington Administrative Code (WAC) 388-60. Domestic violence can result in the deaths of women, children, law

enforcement professionals, friends and family. The Domestic Violence Fatality Review Project coordinates in-depth local reviews of domestic violence related fatalities. Review panels analyze the level and scope of services and intervention which occurred prior to the fatality. Through this process, panels can increase communication, collaboration and identification of gaps in local and state systems. The goal of this program is to increase safety for victims and accountability for perpetrators, as well as gain an increased understanding of the patterns in domestic violence related fatalities in order to advance thinking about prevention and intervention.

Golfing to benefit others

Secretary Lyle Quasim (left) presents check to Randy Ryan, director of the State Employees Combined Fund Drive.

John Carmichael, Doug Boggs, Mathew Jolibois; **Fifth Place:** Dick Meston, Jeff Jensen, Randy Larson, Clair Couturier; **Last Place Team** (won golf lessons): Fred Garcia, Wes Hamilton, Pat Weber, Marge Regmund; **Highest scoring individual:** Ken Miller; **Putting Contest:** Bruce Sommerville; **Beat the Pro:** Mike Baker, John Williams; **Longest Drive-Men:** Kevin Moss; **Longest Drive-Women:** Lynda Walley; **Closest to the Pin:** John Williams, Jim Schnellman.

Nearly 150 golfers participated in the First Annual DSHS Secretary's Combined Fund Drive Golf Tournament on Sept. 11. After receiving all donations, over \$6,500 was donated to the State Employees Combined Fund Drive, benefiting 1,500 charities around the world.

Results from the First Annual DSHS Secretary's Golf Tournament

First Place: Michael Lazares, Dick Phillips, Pat Parks, John Williams; **Second Place:** John Strand, Steve Cox, Brad Taylor, Mike Baker; **Third Place:** Paul Trause, Patti Fisher, Mary Thompson, Dick Thompson; **Fourth Place:** Brendan Hogarty, Dick Thompson; **Fifth Place:** Dick Meston, Jeff Jensen, Randy Larson, Clair Couturier; **Last Place Team** (won golf lessons): Fred Garcia, Wes Hamilton, Pat Weber, Marge Regmund; **Highest scoring individual:** Ken Miller; **Putting Contest:** Bruce Sommerville; **Beat the Pro:** Mike Baker, John Williams; **Longest Drive-Men:** Kevin Moss; **Longest Drive-Women:** Lynda Walley; **Closest to the Pin:** John Williams, Jim Schnellman.

Diversity Calendar

Each month *The News Connection* features the next two months' special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. If you have a special date you would like included in the next calendar or want more information on the Diversity Initiative, contact via e-mail RSWAIN@dshs.wa.gov. Not all dates can be included because of length constraints.

October

National Disabilities Month

- 2** Gandhi's Birthday
- 3** Poland: Warsaw Uprising
- 5** World Habitat Day
- Surrender of Chief Joseph
- 6** Germany Reunification Day
- 11** National Coming Out Day
- 13** Canada: Thanksgiving Day
- 16** World Food Day
- 17** Black Poetry Day
- 24** United Nations Day
- 26** International Red Cross Day
- 31** Halloween

November

Native American Heritage Month
National Disability Employment Month

- 1** All Saint's Day
- 2** Mexico Day of the Dead
- 3** Japan Culture Day
- Vote
- 6** Sweden Gustavus Adolphus Day
- 7** Marie Curie's Birthday
- 11** Veteran's Day
- 14** India: Children's Day
- 16** Scotland: Feast of St. Margaret
- 17** England: Queen Elizabeth Day
- 18** Latvia: Independence Day
- 20** U.N. Rights of the Child Day
- 24** Hmong New Year
- 26** Sojourner Truth Died 1883
- Thanksgiving Day
- 27** State Holiday
- 30** Barbados: Independence Day

Shared leave

Conni Ableman was out of work for an extended time due to surgery. She is in need of shared leave.
Tricia Correll is currently on leave due to a long-term medical problem. She also needs shared leave. Ableman and Correll are both adjudicator 2s with the Division of Disability Determination Services in Spokane.

Katherine Grande, an office assistant senior with the Division of Child Support in Tacoma, is in need of shared leave. She has been diagnosed with malignant tumors in her head and chest. She is going through a six-month intensive chemotherapy/radiation treatment plan and is unable to work. Katherine has exhausted her leave. For more information, contact Edna Reed at 1-800-345-9976 ext. 2035, or Tacoma, 627-1545 ext. 2035.

Ruby Grobe, financial services specialist 3 with Belltown Community Services Office, was scheduled to have major surgery Sept. 30. She is expected to be out from six to eight weeks and is in need of shared leave. For more information contact Darlene Terry at (206) 464-7131.


Jeniffer Justo-Hansen, an office assistant senior with the Division of Alcohol and Substance Abuse, is in need of shared leave. She is scheduled to be home for at least 60 days as a result of a heart attack. For more information, contact Linda Walker (360) 438-8098.

You may donate annual leave if you have over 80 hours, sick leave if you have over 480 hours, and/or your Personal Holiday. Contact your personnel officer to donate leave.

Donation

Sara Mitson, the daughter of Jeff and Jackie Mitson, who work at the Spokane North Community Services Office, is in need of a bone marrow transplant. She has multiple myeoloma (cancer of the bone marrow) with a terminal prognosis of six months. If you wish to be listed as a potential donor:

- **Go to the Inland NW Blood Center or your local blood bank and tell them you want to get on the registry for the bone marrow transplant program.** Then let Jeff Mitson (509-483-5630) know you have donated so he can alert Sara's medical team at Swedish Hospital (Seattle). They will be able to pull your specific information up on the computer to determine if there is a match.
- **Fill out a brief medical screening history they will give you.** You will be asked to donate two small test tubes of blood, with no further action on your part at this time. Your blood will be screened for various things and the results entered into their computer system to determine if there is a match. If so, you will be contacted for further information. If you change your mind, you can say "no" and ask to be removed from the registry at any time.



RETIREMENTS

Abbot, Gerald W. 29 Yrs. Maple Lane School	Lundstrom, Carol J. 21 Yrs. Division of Children and Family Services
Boling, Kathryn R. 15 Yrs. Aging and Adult Services Field Services	Moss, Margaret G. 13 Yrs. Division of Vocational Rehabilitation
Brenzel, Linda R. 29 Yrs. Puyallup Valley Community Services Office	Neff, Lucian K. 31 Yrs. Western State Hospital
Coleman, Esthermarie 5 Yrs. Fircrest School	Rusfeldt, Ernest L. 11 Yrs. Western State Hospital
Garrard, Gail M. 36 Yrs. Division of Children and Family Services - Aberdeen Office	Sauve, Walter C. 30 Yrs. Yakima/Kittitas Community Services Office
Gibson, Ann L. 26 Yrs. Rainier School	Short, Dianne M. 25 Yrs. Division of Developmental Disabilities
Hawks, Barbara E. 25 Yrs. Western State Hospital	Spangler, Joyce A. 31 Yrs. Rainier School
Jenkins, Norman L. 24 Yrs. Yakima Valley School	Weinstein, Ross I. 26 Yrs. Western State Hospital
Kessler, Louise D. 18 Yrs. Division of Child Support	Winner, Larry E. 31 Yrs. Information System Services Division

These employees retired in July 1998

For developing new ways to secure support for children, the Wenatchee field office garners national award

The Wenatchee field office of the Division of Child Support was recently presented with the 1998 Outstanding Program Achievement Award by the National Child Support Enforcement Association.

“The Wenatchee field staff are committed to the children and families of this state and this award recognizes the great strides they have made during the past year,” said Sue Bailey, regional administrator.

Working closely with county prosecutors over the past year, the Wenatchee staff reached a Paternity Establishment Percentage of 97.3 percent, established court orders on 86.4 percent of their cases, collected 57.5 percent on current support due, and collected 44.9 percent on cases in arrears. In one year staff collected \$712,000 more in child support while they were downsized by 10 percent.


Recognizing that it was time to do business in a new way, the office was the first in the division to develop a Strategic Plan. They received support and assistance from the federal Region X Office of Child Support Enforcement, and incorporated federal performance indicators in their plan.

The Wenatchee staff created a mission, vision,



and goals, reorganized the office to be more customer-friendly, and strengthened partnerships with employers, medical providers, staff within Community Services Offices and Employment Security Department staff, and local schools.

The staff doesn't limit their support of children and families to their working hours. For the past two years they have adopted the children at the Women's Crisis Shelter at Christmastime, plus raised money for the March of Dimes and Project Literacy. Many volunteer their time as coaches, Sunday school teachers, classroom helpers, Big Brothers/Sisters, Girl Scout leaders, and family self sufficiency mentors.



SERVICE MILESTONES

Region 1 5 Rogers, Jeanni 5 Thomas, Gary 5 Weddle, Donita 10 Gans, Irene 10 Gonzalez, Rosa 10 Hannigan, Linda 10 Harkness, Lori 10 Hisaw, Clark 10 Jones, Theresa 10 Luttrell, Rick 10 Peterson, Elizabeth 10 Saracino, Constance 10 Smith, Suzanne Marie 10 Worth, Dianna 15 Ayres, Steve 15 Lassey, Karen 15 Scriver, Karen 15 Smith, Stephen 30 Harrington, Roy 30 Howe, Sharon 30 Sims, Peggy	5 Henderson, Mareon 5 Kreager, Don 5 Marshall, Marilee 5 Simon, Robyn 10 Blair, Cynthia 10 Gabunea, Roxana 10 Giuntini, Ansano 10 Iverson, Ronald 10 Jeppesen, Elizabeth 10 Johnson, Julie 10 Kitnikone, Nouanenoy 10 Troyer, Patricia 15 Grimes, Jan 15 Kelly, Jacqueline 15 McMurdie, Lisa 15 Yager, Peter 20 Baker, Judith	5 Gabriel, Mary 5 Gonzales, Phillip 5 Larue, Micaela Rose 5 Linkhart, Leland 5 Mann, Mica 5 McDannel, Steve 5 Moldenhauer, Maria 5 Montgomery, Brice 5 Morey, Rebecca 5 O'Daniel, Theresa 5 Padget, Douglas 5 Puente, Mary 5 Richard, Paul 5 Richardson, Teri 5 Seth, Donna 5 Todd, Rouanna 5 Tran, Kim 5 Woods, Julie 10 Athwal, Melanie 10 Blair, Kenneth 10 Duris, Bill 10 Eckroth, Steve 10 Garcia, Blas 10 Gohm, Virginia 10 Hulst, Judi 10 Jackson, Alice 10 Kitna, Fay 10 Lagrone, Paul 10 Ly, Hoa 10 Massey, Susan 10 Nelson, Robert Sage 10 Orwig, Michell 10 Shook, James 10 Sorensen, Barbara 10 Suydam, Linda 10 Whiting, David 15 Carlson, Liane 15 Christenson, Michell 15 Edwards, Mary 15 Ferguson, Ann 15 Guthmann, David 15 Kerber, Ronald 15 McMullen, Alan 15 Minton, Connie 15 Moen, Mary Louise 15 Petertil, Martha 15 Rivera, Magdalena 15 Sarno, Mary 15 Turner, Guthrie 15 Waltz, Veronica 20 Heath, Julie 20 Kuhar, Barbara 20 Nechanicky, Edna 20 Parke, Christine 20 Shearer, Sharon 20 Thomson, Janyce 25 De Kay, Georgiann 25 Hickox, Roberta 25 Hopkins, Marie 25 Paul, Stephen 25 Prebo, John 25 Sullivan, Carmel 25 Utter, John	30 Carlson, Rosemary 30 Fund, Edna 30 Hanson, Joan 30 McKenna, Linda E.	Child Study & Treatment Center 10 Rutherford, Mary	Consolidated Support Services 25 Vollenberg, John	Eastern State Hospital 10 Buchfink, Linette 10 Nelson, Jerry 10 Tillman, Doris 15 Kuhn, Carmen 20 Williams, John	Echo Glen Children's Center 5 Hathaway-Perrell, P. 10 Hade, Lisa 20 Thomas, Richard 25 Moore, Joan E.	Fircrest School 5 Sy, Robert 10 Arlander, Eric 10 Lazar, Allan 10 Waller, Laraine Ann 15 Bertram, Mary Ann 20 Olsen, Christine 25 Lockman, Laurie	Frances Haddon Morgan Center 5 Herrera, Robert 5 Larson, Paula 10 Lacap, Demetrio 15 Ellinger, Georgia 30 Lager, Dennis E.	Green Hill School 5 Carlson, Sean 5 Jackson, Rickey 5 Osborn, Charles 5 Von Kotzebue, Erika 10 Bivens, Arthur 25 Peters, Janet	Lakeland Village 5 Lightfoot, Tiki 5 Riley, Michael 10 Graftaas, Richard 15 Quintana, Rudolph 20 Baumbauer, Veronica 20 Bennett, Deborah 20 Martinez, Edward 25 Madsen, Terry	Maple Lane School 5 Maddox, Roger 5 Morris, Douglas 5 Puccio, Maria 5 Teeter, Jr. Glenn 20 Scarburry, Raphael 25 Romero, H.D.	Mission Creek Youth Camp 15 Bryant, Emmette	Rainier School 5 Block-Olexick, Nancy 5 Sparks, Julie 10 Fields, Stephanie 10 Hudspeth, Dellene 10 Levander, Sharon 15 Bellamy, Mary E. 15 Funk, Michael 15 Hanna, Kellie 15 Sackerson, Susan 20 Bauman, Beverly 20 Goo, Annie 20 Williams, Tracy 25 Safford, Dan	Special Commitment Center 10 Alseth, Teresa	Western State Hospital 5 Greene, Joe 5 Lacy, Maureen 5 Lewis, Janis 5 Sanders, Venus 10 Delgado, Jacquelyn 10 Holmes, Patricia 10 Lutter, Daniel 10 O'Grady, Eleanor 10 Shear, Joseph 10 Sims, Sandra 10 Taglier, Lance 10 Turner, Melba 10 Yao, Winston 15 Bridges, Douglas 15 Hornick, Gregory 15 Myers, Delbert 15 Sweet, James 20 Murray, Cynthia 25 Ashbaugh, Laran	Yakima Valley School 5 Shelton, Shirley 5 Theiss, Cherrie 10 Garcia, Nicki 15 Brock, Robert 15 Johnson, Kathy 15 Peterson, Clifford 15 Spence-Greenup, D. 15 Varela, Audrey 20 Reneau, Michael
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These employees celebrated service anniversaries in September 1998